

The HSE National Laboratory Handbook, through the National Clinical Programme for Pathology, published in January 2020 new national recommendations for communication of critical results for patients in the community.

MedLab Pathology has reviewed and will be updating our laboratory guide to reporting critical values according to these recommendations and as part of that process; we require your details to update our records.

Please complete all the following sections carefully:

Client Name: \_\_\_\_\_

1. Please provide a contact name and direct dial/mobile number for **critical results during normal working hours (Mon-Fri 8am-5pm)**

Contact Name	
Client contact number (direct dial and mobile)	

2. Please provide a **contingency contact name and direct dial/mobile number for critical results during normal working hours (Mon-Fri 8am-5pm) in the event that the primary contact does not answer**

Contact Name	
Client contact number (direct dial and mobile)	

3. Please provide a contact name and direct dial/mobile number for **emergency critical results during out of hours (Mon-Friday after 5pm and weekends)**

Contact Name	
Client contact number (direct dial and mobile)	

4. Please provide a **contingency contact name and direct dial/mobile number for emergency critical results during out of hours (Mon-Friday after 5pm and weekends)**

Contact Name	
Client contact number (direct dial and mobile)	

As referenced in "Communication of Critical Results (HSE National Handbook)" Appendix 2 please note:

It is the responsibility of the Client / Clinic / Practice to inform the Laboratory if any of the information in this form requires amendment or update eg: change of address or contact details. They can be emailed to Customer Support on [customersupport@medlabpathology.ie](mailto:customersupport@medlabpathology.ie)

Please return completed form via email to [sales@medlabpathology.ie](mailto:sales@medlabpathology.ie) or by fax to +353 (1) 293 3672 or via post to MedLab Pathology, Unit 3, Sandyford Business Centre, Sandyford Business Park, Dublin 18.

**For more information, please contact the MLP Sales department.**

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